

# Role Profile

<b>Job Title:</b>	Administration Assistant		
<b>Reports To:</b>	Operations Manager	<b>Jobs Reporting into the Job Holder:</b>	None
<b>1. Job Purpose</b>			
<p>. To provide high quality administrative support to the Senior Managers and the staff team as a whole</p> <ul style="list-style-type: none"> <li>• Provide a high quality customer service to our members and partners</li> </ul>			
<b>2. Principal Accountabilities/Responsibilities</b>			
<b><u>Daily Duties</u></b>			
<ul style="list-style-type: none"> <li>• Be the first point of contact on telephone enquires received into the office, providing high quality customer service</li> <li>• Liaise with other members of the organisation effectively as well as The FA and other County FA's.</li> <li>• Assist our volunteers with queries and issues on football administration matters</li> <li>• Carry out day to day tasks such as preparing the post, dealing with deliveries and telephone queries</li> </ul>			
<b><u>The County Ground Facility Enquiries and Bookings</u></b>			
<ul style="list-style-type: none"> <li>• Provide a high quality customer service to all enquiries to book the facilities at The County Ground</li> <li>• Follow all booking process and procedures, liaising with the finance office on payment schedules.</li> <li>• Gather feedback and opinion from all facility hirers to support any recommended changes</li> </ul>			
<b><u>Health and Safety</u></b>			
<ul style="list-style-type: none"> <li>• Support the Operations Manager to collate and update all Health and Safety documentation</li> <li>• Coordinate the schedule of regular service visits for the office building and equipment</li> <li>• Develop relationships and liaise with all site and service contractors</li> </ul>			
<b><u>External Facility Projects</u></b>			
<ul style="list-style-type: none"> <li>• Schedule regular 'facility day' sessions for the County Development Manager</li> <li>• Liaise with the Football Foundation to schedule all Monitoring and Evaluation visits</li> <li>• Write and submit M&amp;E reports to the Football Foundation as requested</li> <li>• Track the Pitch Advisor visits and collate the progress made with the relevant clubs</li> </ul>			
<b><u>Data</u></b>			
<ul style="list-style-type: none"> <li>• Support other members of the organisation by producing reports and analysis utilising various FA IT systems and applications</li> </ul>			
<b><u>General Duties</u></b>			
<ul style="list-style-type: none"> <li>• Understand your role in the safeguarding of children and adults at risk, offering appropriate advice and guidance as required.</li> <li>• Any other duties prescribed by the Operations Manager and CEO</li> <li>• Occasional evening and weekend work may be required to meet the needs of grassroots football's volunteers</li> </ul>			

<b>3. Knowledge/Experience/Technical Skills/Behaviours</b>	
<b>a) Knowledge/Experience/Technical Skills</b>	
<p style="text-align: center;"><b>Essential:-</b></p> <ul style="list-style-type: none"> <li>• Experience in a secretarial/administration role</li> <li>• Ability to deliver high quality customer service to all members and service users of the Association <ul style="list-style-type: none"> <li>• Liaise with other organisations to develop and strengthen working relationships</li> </ul> </li> <li>• Ability to work with team members and volunteers to the Association</li> <li>• Experience of using Microsoft Office including Word, Excel and PowerPoint and other IT systems</li> <li>• Ability to plan, organise and undertake numerous tasks and functions</li> <li>• Demonstration of equality in action</li> </ul>	<p style="text-align: center;"><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>● Administration qualification</li> <li>• Knowledge/experience of grassroots football</li> </ul>
<b>b) Behaviours – as defined in County Football Association Competency Model</b>	
<ul style="list-style-type: none"> <li>• Problem Solving</li> <li>• Teamwork</li> <li>• Communicating</li> <li>• Delivery</li> <li>• Customer Excellence</li> <li>• Diplomacy</li> <li>• Pro-active</li> </ul>	<ul style="list-style-type: none"> <li>• Developing Self and Others</li> </ul>
<b>Further Information</b>	
<i>Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities?</i> <b>NO</b>	
Completed by Name/Role	Karl Lingham – Acting CEO / Football Development Manager
Signature	
Date	14 <sup>th</sup> May 2018